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RFQ ID	Reference #
RFQ1103457	PR-R6-16-00204

RFQ Title	Delivery
REGION 6 IT HELPDESK	Period of Performance 10/01/2016 through 09/30/2020

Line Items

Mfr. part No/NSN/Item	Manufacturer	Product/Service Name	Qty	Unit	Ship Address

Description

This is a notice that this order/BPA is a total set aside for Small Business. Only quotes submitted by Small Business will be accepted by the Government. Any quote that is submitted by a contractor that is not Small Business will not be considered for award.

This is a multi-phase approach. Please see the attached statement of work, evaluation criteria and the past performance survey. All interested parties must responded to this posting before it closes and the solicitation will be sent via email. Send any questions or concerns to Houston Williams at Williams.houston@epa.gov.

Attached Documents:

Statement of Work
Evaluation Criteria
Past Performance

Shipping Address

(1) EPA Procurement:
US EPA Region 6
1445 ROSS AVE, SUITE 1200
Dallas, TX 75202

Individual Receiving Shipment
HOUSTON WILLIAMS
(214)665-8505
WILLIAMS.HOUSTON@EPA.GOV

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Environmental Protection Agency
Region 6

(NAICS 541513) Computer Facilities

Management Services Statement of Work

June 15, 2016

1.1   SCOPE

The Statement of Work (SOW) specifies the process required to provide Information Technology/Information Management (IT/IM), Application Development, and Telecommunication support for the Environmental Protection Agency (EPA) Region 6 Office in Dallas, Texas. Our region includes the following states: Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

The Enterprise, Technology & Architecture Section (OE) in Management Division is responsible for all enterprise computing in Region 6, to include but not be limited to: telecommunications (Mobile/Smart phones, VoIP, AV/VTC, etc), network systems and administrative support for all Regional and National computer systems and configuration, network and desktop printers, scanners, database management, Commercial off the Shelf Business Application support, Blade Server Hardware, Laptop/Notebook Systems, Web and Application Support, Warranty parts & service troubleshooting, Managed Email optimization application server software, and constant end user support, to include remote and alternate work location users.

EPA's standard hardware and software listing is subject to a quarterly review and may change depending on available hardware and software from manufacturers and the incorporation of evolving technology. Contractor is not responsible for application training; EPA has designated contractors to address "HOW TO" questions and training on Microsoft Office 365 applications such as Outlook client, Outlook Web Application, Skype for Business, Share Point, Excess, WORD, Power Point, etc.

The contractor shall provide engineers, technicians, web and application administrators, and on-site/on-call support of our IT infrastructure and Telecommunications functions. The contractor shall integrate any technology changes and upgrades as approved by management to meet user requirements and to maintain operational currency of Information Technology/Information Management (IT/IM) systems, networks, and telecommunication functions. Technology transformation may cause an increase or decrease of staff which will require modifications to the SOW. The contractor will be required to coordinate and collaborate with other EPA infrastructure IT service providers (Ex: VoIP, PBX, switches, routers, hubs, Wireless LANs, network wiring, mobile telephone services, landline telephones, printers, copiers, scanners, audio/video equipment and services).Currently, Region 6 is composed of approximately 900+ users distributed amongst several locations.

The contractor shall attend program meetings for project planning/status updates, project request, project review, and other sustainment activities. The contractor shall be prepared to answer questions pertaining to sustainment of IT/IM systems, networks, and telecommunications functions to include presenting the results of research completed and recommendations to the Contracting Officer Representative (COR)/Project Officer and other prevalent EPA representatives.

1.2   GENERAL OBJECTIVES

The Government requires the full range of IT services in order to develop and deliver new products, support high employee productivity, support telecommunication functions, develop and maintain new IT/IM systems, design, deploy, and maintain the underlying infrastructure for Region 6.

The objective of this SOW is to provide a structure capable of meeting the needs of EPAs varied user communities, fostering user confidence and security by providing the highest quality of service to address all registered concerns quickly and accurately, and following through in a manner that considers the needs of the users and the agency.

The contractor shall achieve the outcomes described in this section and meet the performance standards defined by the Service Level Agreements (SLAs). The contractor shall not be held accountable for work orders where the assigned technician has been unable to meet the SLAs due to

the dependency on a third party vendor for a solution or lack of resources dependent upon EPA.

In order to exclude a work order from inclusion in the SLAs, the contractor shall demonstrate and provide documentation of their efforts to address the issue within the required report at the COR//Project Officer's discretion, when provided with convincing evidence of due diligence, the work order in question will be excluded from the random sampling work order system used in calculating compliance with the SLAs. The contractor shall perform the SOW requirements in accordance with the Information Technology Standards, herein referred to as directives.

Contractor shall ensure timely and effective provisioning that enables users to quickly become active and able to perform their job functions, provide expansion capabilities able to accommodate increases in user base or advances in technology, incorporate high quality services that are delivered as effectively and efficiently as possible, and resolve incidents and problems as rapidly and effectively as possible. The contractor is not required to know the granular functions of all applications used by employees (ex: end user functionality). Contractor shall ensure applications are accessible and work properly for end user functionality; EPA is required to provide training on "HOW TO" application support requests. For liability protection from DOJ or any court of law, the contractor is not responsible to collect any data for litigation holds or court cases.

1.3 APPLICABILITY

The following tasks apply to this SOW: Systems Administration, Information Assurance support, Network Management Support, Database Management and Administration, Web and Application Support Services, Telecommunications and AV/VTC Support, access to existing Lotus Notes Applications, Microsoft Office 365 Collaboration Suite applications and Help Desk Services (to include Printer/Copier/Fax Support, and Hardware and Software Support).

1.4 TASK PROPOSAL

The efforts required for this task shall be proposed on a Firm Fixed Price (FFP) contract.

1.5 PERIOD OF PERFORMANCE / PLACE OF PERFORMANCE

The SOW period of performance includes a base year plus four one-year option periods of performance:

Base Year: October 1, 2016 – September 30, 2017
Option 1 - Year 2: October 1, 2017 – September 30, 2018
Option 2 - Year 3: October 1, 2018 – September 30, 2019
Option 3 - Year 4: October 1, 2019 – September 30, 2020

In addition, the Contractor shall provide support services described in this SOW to the regional office and remote and satellite offices. The identified remote and satellite offices do not require full time on-site support, but instead provide remote support for end user issues, equipment issues, and occasionally travel to the locations for maintenance and upgrade services.

All option years are subject to change in various areas to include but not be limited to: contract type, tasks, contract staff and pricing. If the contractor fails to meet requirements during the first year, or if

the EPA is not satisfied with the contractor's services, the EPA may terminate the contract in the appropriate manner after the first year.

Tasks identified in this SOW shall be performed at the following locations:
USEPA- Region 6, Regional Office, located at 1445 Ross Avenue, Dallas, TX 75202.

EPA Region 6 Continuity of Operation Site (COOP) called the Addison Facility, located at 16650 Westgrove Drive, Addison, TX 75011.

Region 6 Environmental Services Branch, Houston Lab, 10625 Fallstone Road, Houston, TX 77099.

Remote and satellite Region 6 offices not requiring on-site contract support:

U. S. Mexico Border Program Office, 4050 Rio Bravo Suite 100, El Paso, TX, 79902.

Region 6 Underground Injection Control, Pawhuska Section at P. O. Box 1495, Pawhuska, TX 74056.

Brownsville Border Office, 3505 Boca Chica, Suite 302, Brownsville, TX 78521.

1.6   CONTRACT MANAGEMENT

The Contractor shall submit a weekly Contractor's Progress, Status and Management Report to discuss significant accomplishments and issues that arose, projected activities, any meetings held with government representatives, and performance to the metrics established in the approved proposal for the following eight tasks:
- Systems Administration
- Information Assurance support
- Network Management Support
- Database Management and Administration
- Web and Application Support Services
- Telecommunications and AV/VTC Support
- MS Office 365 Collaboration and various applications support
- Help Desk Services (includes Printer/Copier/Fax Support, Hardware and Software Support)

For both Time & Materials and Firm Fixed Price contracts, the Contractor shall report the following cost data:
- Expenditures for the reporting period, by labor hours and any other direct costs (ODCs). (Labor costs shall be broken down by labor category, entity, such as prime or subcontractor, rate and hours.)
- Total task expenditures for the fiscal year to date, indicated as total, labor hours and ODCs.
- Total task expenditures since task award, indicated as total labor hours and ODCs.
- Remaining funds, monthly burn rate, and projected burn rate until task completion

1.7   GOVERNMENT FURNISHED EQUIPMENT / MATERIALS / FACILITIES / INFORMATION

The government will provide telephones, computer equipment (to include all necessary hardware &

software), associated peripheral devices, facsimile machines, copiers, printers and other basic office supplies required to complete the task described in the SOW. The Government will issue user identification and passwords to Government networks in accordance with established procedures.

All Government Furnished Equipment (GFE) will be identified and transferred to the contractor as required for support of the applicable IT/IM systems, telecommunication, and networks. The contractor will receive a copy of the GFE hand receipt report upon award of the Task Order (TO) as requested. All GFE shall be returned to the Government at Task Order completion. Any parts, components or assets that are made available by replacement, repair, upgrade, or reconfiguration during the performance of this task, shall remain the property of the Government. All utilities in the facility will be available for the contractor's use in performance of duties outlined in this SOW.

The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this SOW. The contractor shall not relocate activities or operational units within assigned facilities or make modifications to facilities without prior approval from the COR/Project Officer or EPA IT Management. Damages to facilities determined to be the fault of the contractor shall be repaired by the contractor at no expense to the government. The contractor shall return facilities to the government in the same condition as received, except for normal wear and tear and approved modifications.

All contract personnel are required to move IT equipment within the listed EPA sites for set up and dismantle processes of server room and employee IT equipment. Contractors are not required to perform bulk equipment moves as additional help for scheduled vendors that are picking up or moving furniture and/or IT equipment; nor are they required to remove decals from equipment. Scheduled vendors are responsible for their own equipment moves.

The Government will furnish engineering drawings, interconnection diagrams, circuit diagrams, and floor plans. The Government will issue user identification and passwords to Government networks in accordance with established procedures. The Government will provide any software design documents, access to source code and libraries, previously developed training software (Computer-based training, or web-based training packages) and all PowerPoint and paper-based materials, such as manuals.

The contractor shall furnish all property not specifically identified in this section as government furnished in performance of this task order. Equipment used by the contractor and interfaces with EPA systems must be approved by the COR/Project Officer or EPA IT Management, meet EPA standards, and comply with applicable federal and EPA policies and regulations.

1.8   INSPECTION AND ACCEPTANCE

All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the COR/Project Officer. Inspection may include validation of weekly reports, monthly invoices and information or software through the use of automated tools and/or testing of the deliverables. The scope and nature of this testing must be negotiated prior to Task Order award and will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables. The Government requires a period not to exceed fifteen (15) work days after receipt of final deliverable items for inspection and acceptance or rejection.

The basis for inspection/acceptance shall be in compliance with the requirements set forth in the Task Order, the contractor's proposal, and other terms and conditions of the contract including the Government Quality Assurance Surveillance Plan (QASP)/Quality Control Plan (QCP). Deliverable items rejected shall be corrected in accordance with the applicable clauses. Reports, invoices, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected. If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated. If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission.

The Government shall provide written notification of acceptance or rejection of all final deliverables within fifteen (15) work days. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection. Non-conforming services will be rejected. Deficiencies will be corrected, by the contractor, within ten (10) work days of the rejection notice. If the deficiencies cannot be corrected within ten (10) work days, the contractor will immediately notify the COR/Project Officer of the reason for the delay and provide a proposed corrective action plan within ten (10) work days.

1.9   SECURITY

The contractor shall safeguard all government property provided for contractor use. The contractor shall ensure that the government facilities, equipment and materials are secured at the close of each work period. All Contractor personnel are required to have, at a minimum, the National Agency Check with Inquiry (NACI), plus a credit check. High and moderate risk duties performed by the contractor will require a Public Trust Investigation due to sensitive duties within Information Technology/Information Management (IT/IM) and Telecommunication here at Region 6.

SYSTEMS ADMINISTRATION: Public Trust /High Risk
INFORMATION SECURITY ASSURANCE SUPPORT: Public Trust /High Risk
NETWORK MANAGEMENT SUPPORT: Public Trust /High Risk
DATABASE ADMINISTRATION AND APPLICATION SUPPORT: Public Trust /Moderate Risk
WEB DESIGN AND APPLICATION DEVELOPMENT: Public Trust /Moderate Risk
HELP DESK SERVICES: Public Trust /Moderate Risk
TELECOMMUNICATIONS AND AV/VTC SUPPORT: Public Trust /High Risk
MS OFFICE 365 & VARIOUS APPLICATIONS SUPPORT: Public Trust /Moderate Risk

Contractor personnel may have access to sensitive data in the performance of assigned work. Contractor staff are prohibited from releasing any information about EPA files, data processing activities, functions, user identifications, passwords or any other knowledge of EPA operations or data unless authorized by a designated EPA Contracting Official.

The EPA COTR/Project Officer shall furnish instructions to the Contractor regarding the procedures for submitting applicable forms. Any contractor employee receiving an unfavorable NACI or Public Trust Investigation will be removed from the task and a replacement is required to be provided by the contractor as soon as possible.

Contractor personnel are required to wear the EPA issued common access cards (CAC) for purposes of official Contractor identification at all times. The EPA Project Officer coordinates all ID badge requests for processing. Requests for EPA provided ID badges are processed upon employee start date. The contractor shall take appropriate measures to safeguard their Government issued security badges as outline in HQ's security policies and other applicable regulations.

The contractor shall take appropriate Government-prescribed security measures to ensure systems and other Government property is stored and installed in accordance with security guidelines and applicable regulations. The contractor shall notify the Government any time the contractor moves Government, or Government Furnished, Equipment (GFE); move forms are required for the movement of all decaled

GFE. The Contractor is responsible for compliance by its employees with security regulations of installations where work is performed under this SOW. Contractor employee orientation is required to include a briefing of the EPA provided policies with recurring six month reviews; especially interaction with government employee policies.

2.0 TECHNICAL ENVIRONMENT

The current equipment base for all EPA hardware to be covered under this task order is listed below. The equipment base statistics are provided for estimation purposes only and do not represent a binding number of end-points anticipated by the EPA. The following current hardware profile includes approximately 900+ deployed units comprised of approximately 95% laptops and 5% desktops:

Servers: 45
Desktop Computers: 50
Laptop/Notebooks: 900
Monitors: 1000 (1 per person, some have 2 + lab/work shop)
Printers: 150 (network printers & copiers), 50 (local printers)

The general user community within the EPA operates a standard computing configuration. EPA's standard hardware includes the following characteristics:

- Personal computer hardware (desktop/laptop) configured using the EPA standard operating systems uniformly configured per the U.S. Government Configuration Baseline (USGCB), formally known as the Federal Desktop Core Configuration (FDCC).
- Windows 7 (or above) OS.
- Maintained uniformly with monthly-managed OS patches and updates.
- Includes uniform image and software.
- Individual systems also have a wide variety of non-standard software specified by each user to facilitate performance of their work.

The EPA's mobile workforce may be indirectly connected to the EPA Network, via an internet service provider by means of Air-card, DSL, wireless internet, or other forms on telecommunications. This mobile workforce is composed of individuals that may be working from home (or other locations), medical, or alternate work schedule (AWS) agreements; on travel at conference centers, training, or other duty stations; conducting experiments, sampling, or research "in the field", or working "off-line" performing investigative assignments, etc. EPA maintains some standalone computers that support multiple staff members which require user specific management of software configurations and profiles.

The majority of users at EPA users fall under the standard support category supported by the Service Level Agreement (SLA). However, EPA currently has an estimate of 50 designated Executive/Senior Management and personnel with disability (PWD) users in Region 6 who are automatically supported as high priority. EPA will provide the list of Executive/Senior Management and PWD users in which the list of users may change at its sole discretion periodically as needed.

EPA's Service Desk support is divided into four tiers providing escalating levels of support and turnaround times. All technicians must be physically capable of performing desk side visits and lift 50 pounds or more.

- Tier I technician provides initial support for basic user needs. The role of the technician at this level is to gather user information and determine the user issue by analyzing the symptoms and the underlying problem. Once the technician has accurately identified the problem and logged it into the work order system, the assigned technician attempts to resolve the user's problem. Reported issues not resolved at this level are escalated to Tier II support.

- Tier II technicians at this level are more experienced and have more in-depth knowledge about a specific product or service. The Tier II technician assists Tier I personnel in solving technical problems or investigating elevated issues by confirming the validity of the problem and seeking known solutions to more complex problems or issues. The assigned technician shall escalate problems not resolved at this level to Tier III support.

- Tier III technicians handle the most difficult and advanced problems. The technician performs expert-level troubleshooting and analysis of issues and problems. They are responsible for assisting Tier I and Tier II and for the research and development of solutions to new or unresolved issues. When a solution to the problem is determined, Tier III support is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment and implementing the best solution to the problem. Once the solution has been identified, the technician provides the deliverable and makes it available for future troubleshooting and analysis. The problem or issue then becomes known how to resolve in a written process that can be addressed by Tier I or Tier II support in the future.

- The contractor shall coordinate Tier IV Vendor support. Tier IV Vendor support handles problems that cannot be addressed by the technical staff alone. After the contractor performs Tier III troubleshooting and analysis of issues and problems and is unable to address them, the contractor shall reach out to the hardware or software vendor for support. The contractor shall own the issue and be responsible for communicating with the vendor and ensuring the issue is addressed. When a solution to the problem is determined, the contractor is responsible for testing it in a test environment and implementing the solution to the problem. Once the solution has been tested, it is delivered by the contractor to the user and made available for future troubleshooting and analysis. The problem or issue then becomes a "Known Issue" and will be recorded by the contractor in the process and procedure database to ensure it can be addressed at Tier I, Tier II or Tier III support in the future.

The number of support requests typically average 10,000 – 12,000 per year.

Customer related calls:		
	LAN	- 700 and up
	Help Desk	- 7000 and up
	Telecom	- 1000 and up
	Lotus Notes Support	- 800 and up
	Misc Apps	- 1000 and up
	Web Support	- 1000 and up

3.0   TASKS DETAILS

3.1   TASK 1 – SYSTEMS ADMINISTRATION

Our Active Directory network is comprised of approximately 45+ servers. The contractor shall provide system administration for all IT/IM systems and networks, on-site during the hours required within this SOW. Additionally, the contractor shall provide Microsoft (MS) Windows system administrator staff to support the requirement that a MS Windows systems administrator be available for unexpected outages.

- Manage all servers, perform log analysis, error detection, fault correction, backups, and restores. Perform startup and shutdown of the systems as required and with prior Government coordination. Build, configure, patch, upgrade servers, operating systems, server applications as required and with prior EPA coordination following the security technical information guidance (STIG).

- Maintain daily, weekly, and monthly scheduled network backups. Restore data as required to support systems and data recovery due to hardware, software, or user error. Verify and validate the integrity of the backups and perform recovery test or drills periodically in coordination with EPA guidance.

- Develop, update and maintain an electronic document or database of all changes, upgrades, and modifications made to the SAN & VMware server virtualization systems. Availability of the document or database is required for review by EPA as necessary. The Contractor shall also provide documentation for all changes, upgrades, and modification made to the SAN systems in hard copy and/or electronic format as specified in the EPA Work Request.

- Scripting Management: The contractor shall ensure that repetitive processes are automated for efficiencies and effective handling of tasks. To this effect, the contractor shall implement Commercial Off the Shelf (COTS) applications as applicable and approved by EPA or develop scripts. Examples of scripting tasks include the automation of the account creation process via BigFix or similar, renaming of a wide range of accounts to another naming convention, and automatic notification to users on account statuses based on "triggers." Specifics on what may be required are subject to changes in Government guidance, agency directives, upgrades, migrations, etc.

- Assess and identify network deficiencies, recommend corrective action, engineer and integrate described recommendations as tasked by EPA. The Contractor shall provide recommendations and documentation in a Technical Report. Notify EPA immediately of any problems that occur during daily maintenance of servers, switches, routers, etc. Examples include but are not limited to problems accomplishing backups, disk space utilization, and excessive CPU utilization. Maintain system evaluations and certifications as required; e.g., system security authorization agreements, certifications to operate, and other system certifications.

Houston Lab Support: Examine, configure and troubleshoot Windows-based computers (XP, Win7/8/10) in both domain and stand-alone configurations.

- Learn vendor specific software, best-practices and working with scientists to ensure chemical analysis instruments run efficiently and reliably. IP configurations (DHCP/static/dual homed), instrument data retention, archiving and familiarity with variety of PC manufacturer's models is required.

- Work with scientists to ensure chemical analysis instrument computers run efficiently and reliably. IP configurations (DHCP/static/dual homed), instrument data retention, archiving and familiarity with variety of PC manufacturer's models is required.

- Most laboratory instrumentation is covered by various maintenance agreements because of the delicate nature and precision control required of the laboratory instrumentation. Any work to be performed on analytical instrumentation computers, other than routine, simple data backups, must be coordinated thru the Lab COR / Lab Management and approved by laboratory management prior to implementation to assure that laboratory analytical instrumentation is not impaired.

3.2 TASK 2 - INFORMATION SECURITY ASSURANCE SUPPORT

The contractor shall support antivirus software updates and apply the definitions to the network servers and workstations. Support security incident reporting on all regional computer security incidents.

- Support vulnerability assessments in accordance with authority directives; perform information assurance vulnerability compliance scans against the servers and workstations. Scan the networks to perform vulnerability assessments; and install the latest releases and updates for the client software or appropriate scanning tools.

- Review and store the systems, security, applications, and store network event logs as aggregated via the agency logging system. Provide patch management support; maintain the networks' security posture by implementing and managing the Information Assurance Vulnerability Management (IAVM) process, complying with Government directives.

- Support the Regional Information Security Team (IST) which includes: LAN, ISO, IMO, and SIO by implementing security policies and procedures for the overall security management of Automated Information Systems (AISs).

- Ensure the security plan is adhered to, and the security posture of the HQ's network is maintained to the highest standards. Coordinate with all System Administrators concerning security issues. Maintain security procedures for all networks, in accordance with regulation and local operating instructions. Review the audit for anomalies. Administer all AIS security matters and document risk and self-assessments as required by the agency or IST.

- Prepare and assist for any agency Technical Vulnerability Assessments (TVA). All contractor staff shall complete Federal Information Security Management Act (FISMA) required Role Based Training (RBT), Information Security Awareness, Records Management, etc. A memo to R6 EPA ISO stating annual completions shall be provided by the contractor.

3.3   TASK 3 – NETWORK MANAGEMENT SUPPORT

The contractor shall install, configure, and manage all switches, routers, and other network infrastructure equipment. Maintain routing tables, operating systems, security patches, and upgrades. Region 6 has a Telecom communications closet that supports all floors 6 -13 at the Dallas Regional office, Addison Site and a closet at the Houston Lab. The communications closet holds the patch panel and CISCO switches to support the client network connections for that location. There are various CISCO switches and routers with Internet Operating System (IOS) at the 15.2 version, and 12,2 version or any comprise of the entire Region 6 network.

- The contractor shall add, delete, and modify user access to the network resources; manage account profiles, permissions, and access to resources; and create accounts within the SLA of account request submission, to include controlling and monitoring user access to the LANs. The contractor shall monitor, disable, and remove inactive accounts as well as control permissions.

- Provide support in the installation of new cabling infrastructure. The contractor shall install, remove, relocate, and maintain existing horizontal and vertical infrastructure, to include rack, switches, routers, and servers. The contractor shall use Government furnished equipment (GFE) to test and ensure that cabling meets Agency standards. Where cabling is being installed, the Government shall obtain the proper classification and send to the COR/Project Officer to demonstrate that it is in fact equipment installation and not construction. No work shall be performed until approval by the COR/Project Officer is received.

- Maintain daily, weekly, and monthly scheduled network backups; restore data as required to support systems and data recovery due to hardware, software, or user error; verify and validate the integrity of the backups; and perform recovery test or drills periodically in coordination with EPA guidance.

- The current backup configuration for the networked servers and data is composed of Backup Exec Software. Current backups are conducted on a daily basis (incremental), with full backups performed weekly and we have five SANs for backup support. All other information assurance appliances, systems, network and their appropriate IOS/OS's will be backed up to ensure proper and expedient service restoral in the event of a system outage. There are 15 wireless access control units within our Regional office that requires contractor support and three wireless access points in the Houston Lab that require contractor support.

- Maintain the LANs, systems, and local procedures in accordance with regulatory guidance and, when applicable, with the International Standards Organization (ISO) recommendations. Contractor shall include all events of LAN outages in weekly reports to the Government. The contractor shall maintain 98% network availability on this order and provide to the COR/Project Officer in the weekly report of the service level.

- During operational hours, the help desk shall monitor the network management consoles for any outage. The help desk shall notify the appropriate section of any alarms or outages on the network.

3.4   TASK 4 - DATABASE ADMINISTRATION AND APPLICATION SUPPORT

The contractor shall maintain the existing common-user agency application databases resident on LAN servers and design, structure, and maintain additional databases as required supporting new applications. Add, delete, and modify user access and permissions to common-user databases (resident on LAN servers) as required. Schedule and perform daily database backups and perform database recoveries as required.

- The contractor shall be responsible for the integrity of the data in all databases under their responsibility. Manage agency application databases to support business processes and functions and/or to support Web applications.

- Perform daily incremental, and weekly full exports of the Oracle databases in addition to the Oracle hot and cold online backups, and operating system's cold backups and verify the integrity of the regularly scheduled backups of the Oracle and Lotus Notes data.

- Responsible for supporting file room operations utilizing Versatile Enterprise and software installations used in the records management program, provide support for hand-held bar code scanners and associated software, and support for Ascent Capture software and dbase applications in relation to a scanning and imaging function.

- Troubleshoot and maintain hardware and software, install new software, critical security updates, software patches and check event logs, including all Application Server logs on a daily basis for problems to include working with vendors to resolve issues under existing maintenance contracts. Maintain Application Server user accounts, permissions, and adhere to all application security policy procedures.

- Provide hardware administrative support of the Regional Geospatial Information Systems (GIS) Initiative. Troubleshoot interoperability issues with GIS hardware devices and resolve all problems. Provide limited analysis and troubleshooting of GIS plotters, GIS related hardware devices and other input/output devices.

Specific to the Houston lab (but not limited to) performing laboratory informatics tasks such as automated backups, Laboratory Information Management System (LIMS) coordination, instrument or controller maintenance and tuning, private LAN and client-server administration, paperless automation

(LABCORE) and database oversight for both organic and biology teams. Also, monitor and maintain network performance and shared-resource access or storage areas.

3.5   TASK 5 - WEB AND APPLICATIONS

The contractor shall develop and maintain new and existing local unique applications in support of Agency work process improvement and business processes using extensible web authoring tools. Program, operate, maintain, manage, configure, troubleshoot, and install any EPA applications on maintenance status.

- Web-development software of choice includes but is not limited to Adobe Dreamweaver, Cold Fusion, Drupal Web Services, CSS, Paint Pro Shop, Adobe Flash, Java script, DOM, HTML, XHTML programming, Adobe Illustrator, XML-based web applications, FTP, Linux, Apache, MYSQL, and PHP.

- Perform web design functions to create or update web sites by providing a great look and user friendly feel for positive customer interaction. Understand the principles of design and usability to make the applications work interactively with the design. Determine appropriate architecture and other technical solutions to make relevant recommendations to customers. Engage in outside-the-box thinking to provide high value of service to customer base.

- Perform the full spectrum of Web-related tasks, including design and layout, graphics creation and optimization, server-side programming, MYSQL and databases, traffic generation and ongoing updates of existing web sites. Support of and development with MS Office 365, MS SharePoint 2013 and associated tools, such as SharePoint Designer, SharePoint InfoPath, and other tools, to provide cloud-based solutions, using the EPA standard collaboration and communications tool, MS Office 365 SharePoint.

- As the agency matures its use and expands MS SharePoint 2013, as an additional migration path for information applications developed in Lotus Notes, the Contract will provide expertise and ongoing project support. Developer must be comfortable working with a variety of operating systems such as Windows and UNIX.

- Analyze, identify, design, and integrate unique solutions to sustain and improve user business processes; perform scripting and support and automate network processes as necessary. Contractor shall develop and maintain intranet web site and fulfill new web development directives from HQ. Since computer technology changes rapidly, web designers must constantly stay abreast of new developments in graphics software packages as well as those in the World Wide Web and related technologies.

3.6   TASK 6 - TELECOMMUNICATIONS AND AV/VTC SUPPORT

The Contractor is responsible for providing ongoing voice and data telecommunications operations support, including installation and maintenance work, at any EPA Region 6 location. The EPA will order all moves, adds, changes, requests for maintenance, and request for repair via the EPA Telecommunication Services Request (TSR) electronic system.

- We have 5 switches and routers for our new VoIP system. Region 6 has various conference rooms that require AV/VTC support that are directed by a Crestron touch panel system that may

need support of webinar VTC software to include but not be limited to Adobe Connect software support and setup for the Regional office and Addison Facility. We have about 25+ VTC units requiring setup support for the Region 6 user community.

- The Regional Emergency Operational Response Center (REOC) on the 8th floor and the 12th floor conference rooms have Crestron Support vendors who are solely responsible for maintenance, equipment replacement and upgrades required to keep the Crestron systems up and running.

- The contractor for this assigned SOW shall identify ambiguities and performance issues to the COR/Project Officer and Project Officer responsible for Crestron vendor of REOC and 12th floor conference rooms. That Project Officer shall take the information and work with their vendor to fix the issues. Any communication that is required for the customer affected by the malfunctioning Crestron equipment shall be supported by the responsible Project Officer of the Crestron vendor.

- The Help Desk shall only report the equipment issues and details of trouble shooting techniques to determine that Tier II support (EX: Advantel, Ford Audio, GPS) from responsible vendor is required.

- The contractor shall provide centralized network infrastructure telecommunications support with emphasis on voice, video, desktop, data and minimal cabling services. All components of building wiring plant (i.e., cable, connectors, closet hardware, conduit, terminations, etc.) is the responsibility of the assigned cabling vendor, however, this contractor shall be required to provide minimal support of installing, maintaining, and or repairing telecommunications equipment or devices as needed.

- The contractor shall provide maintenance and support on the following: satellite radio for Emergency responders prior to their deployment, cellular phone support, audio and video telecommunication, data, PC desktop, voice maintenance & operational services, specialized secure communications equipment, office computing, telecom spares, maintenance and repair services, software, and local & metropolitan area circuits leased from carriers for use in meeting Agency telecommunications requirements.

- The contractor shall support major telecommunications system components including Private Branch Exchange telephone systems, voice processing systems, five hubs/ routers/data switches, VoIP and PBX servers, five local conferencing bridges and various RTP bridge lines as well as other telecommunications and data processing equipment required for the operation and maintenance of communications networks.

- The contractor shall provide routine administration and support functions related to ongoing telecommunications operations. Monitor and analyze usage and capacity of the telecommunications equipment and requirements on a continuous basis. Develop, update and maintain EPA Region 6's Telephone Inventory System. This system provides an accurate record of phone lines, equipment, and services. The types of telecommunications services the Contractor is required to configure and implement are telephone and voice processing services (e.g., PBX, Avaya VoIP, and voice processing systems) at EPA designated places of performance identified in section 1.4.

- The contractor shall be responsible for employee relocations, movement of PCs, peripherals and printers, the installation and de-installation of new user equipment, VoIP desk phone account and equipment, as well as provide bar code and serial numbers for input into the inventory database.

- Provide assistance in maintaining inventory control and location records of EPA telecommunications equipment/software and disposal of property as required and identify and maintain a current, accurate inventory of all consumable automation supplies including quantity on order, date expected, total inventory used during the period, projected date when on-hand supplies will be exhausted, and request replacement of telecommunication supplies in a timely manner.

- Re-pack and transfer telecommunication equipment to other locations if needed and implement maintenance program for computers, preventive and remedial, focusing on minimizing downtime and achieving efficient operations that includes periodic testing and inspections.

- The contractor shall research, install, and Integrate new client-level hardware. Printers, multifunction printers, scanners, faxes, media drives, mobile devices, interfaces, etc., shall be researched, installed and integrated on the network. Perform on-site (or remote-access) response to client or network problem isolation, troubleshooting, and service restoration. Repair or replace hardware at the component level.

- If a problem cannot be resolved at this level, the contractor shall escalate the issue to the next level. Propose software installs, removals, or upgrades to the Government for existing software upon their commercial release. The recommendations shall include the impact on the system and equipment as well as detailed change(s) and upgrade(s).

- The contractor shall possess most updated knowledge for mobile devices that chosen by the Agency (Ex: iPad, iPhone, Windows 8 smart phones, etc.). Duties include, but not limited to: participating in Agency's periodically device upgrade, user activation, email configuration, hardware troubleshooting, and standard mobile device application support.

- The contractor shall support secure and non-secure voice networks consisting of user telephone instruments, Secure Telephone Equipment (STE) instruments, and Voice over Internet Protocol (VoIP) network and instruments. The contractor shall provide onsite troubleshooting, problem isolation, and service restoration. Coordinate maintenance and repair with service providers as necessary. The contractor shall coordinate through EPA for any new telephone line requirement involving any cost or expense to the Government.

- The contractor shall provide vertical and horizontal, and fiber cable infrastructure support in accordance with the Telecommunications Industry Association/Electronic Industries Alliance (TIA/EIA) standards; repair or replace any defective fiber, copper, or coaxial cabling in the network; and report any facility cabling outage to EPA. Support all existing and new wiring and telecommunications closets and ensure wiring and points of termination are properly installed, secured and labeled in accordance with TIA/EIA and Agency Infrastructure Architecture standards.

- The contractor shall install, remove, relocate, and maintain existing horizontal and vertical infrastructure, to include wall drop boxes, equipment racks, cable trays, rack-mounted uninterrupted power supplies (UPS), switches, routers, and servers. The contractor shall use Government-furnished equipment (GFE) to test and ensure that cabling meets TIA / EIA and Agency Infrastructure Architecture standards. Where cabling is being installed, the Government shall obtain the proper classification and send to the Contracting Officer to demonstrate that it is in fact equipment installation and not construction. No work shall be performed until approval by the Contracting Officer is received.

3.7 TASK 7 – MS OFFICE 365 & VARIOUS APPLICATIONS SUPPORT

The contractor is responsible for monitoring and maintaining MS Office 365, Lotus Notes and various applications. The contractor shall manage the recertification of Lotus Notes IDs, revoke certificates if they can no longer be trusted, such as if the subject of the certificate leaves the organization, manage ID certificate keys that become compromised, register/create user accounts, and manage all aspects of creating, maintaining and supporting functions relevant to the user accounts as related to ID functions.

- The contractor shall perform daily networking and administration duties for all applications and in a Notes messaging environment, the contractor shall modify the Domino Directory, be knowledgeable in all aspects of creating, maintaining and supporting functions for group and user accounts and properly managed to include lost passwords, password reset, database maintenance, user ID and mail file moves, and any additional password account management. Lotus Notes server upgrade and maintenance shall be supported by Notes National or other EPA support.

- The contractor shall perform troubleshooting techniques for the following: remote issues with end users, replication, corruption, server crash, and all aspects of Lotus Notes. In addition, respond to user inquiries via phone or remotely, record and review logs, and conduct system tests. Schedule and perform daily database backups and perform database recoveries as required. The contractor shall be responsible for the integrity of the data in all databases under their responsibility.

- The contractor shall perform light duty in Outlook, such as updating group members in Outlook's GAL, acting as the point of contact to help users coordinating with HQ's O365 Tier 2 Support group. EPA Region 6 has 125+ high priority Lotus Notes databases that will need minor maintenance or redeveloped to other platforms. Due to EPA's O365 Collaboration Suite, Lotus Notes email and databases are phasing out.

- All high priority Lotus Notes databases will need to be converted over to Microsoft Office365 Collaboration Suite (such as SharePoint 2013), Dynamic Web (PHP/MySQL), Cold Fusion and APEX/Oracle, or other workable system. Therefore, we will need the contractor to maintenance existing Lotus Notes databases, analyze user needs, and customize software for client use with the aim of optimizing operational efficiency; working individually or coordinating with database developer (Ex: EPA employees or outside vendor) as part of the transition from Lotus Notes to O365 Collaboration Suite (such as SharePoint), Web and/or other workable system. Escalation for server support shall be communicated to the Computer Room, Server and Storage Management (CRSSM) team, O365 Tier 2 Support in HQ, and/or Lotus Notes National Team in Research Triangle Park (RTP), NC.

3.8 TASK 8 – HELP DESK SERVICES

To ensure effective management and high-quality work products, the Government requires the offeror to possess and maintain the following competencies and certifications:

- Information Technology Infrastructure Library (ITIL) Version 3 certification;
- ISO quality certification
- Minimum Capability Maturity Modeling Integration (CMMI) Level III certification;
- Microsoft (AD, Project Server, SQL, Office, SharePoint and Office 365), Oracle, Linux, Apache, Sybase, Business Objects, SAS, R and Teradata certified support resources;

- .Net, JavaScript, ColdFusion, iOS and HTML certified application support resources;
- ITIL/ISO/CMMI-based certified tools and provide them as a part of an integrated enterprise toolset solution

The above competencies and certifications are also included in the Evaluation Factors for award.

3.8.1 Desired Results

The Government has established the following objectives, conditions, and desired results for this task:

o   Help Desk as the central point of contact between the customer and the Government using ITIL framework. The ITIL based Service Desk encompasses a range of services that reach beyond the typical Help Desk, including the ability to process incidents, problems, enquiries, change and service requests, and IT service management processes.

o   Mature ITIL Incident Management - Implementation of ITIL Incident Management to minimize disruption to the business by restoring service operation to agreed levels as quickly as possible.

o   Comprehensive Help Desk knowledge database beginning day one of the contract - Implementation and utilization of Help Desk knowledge databases to improve customer service, incident resolution, root cause analysis and trend analysis.

o   Help Desk Institute (HDI) certification for all assigned helpdesk staff within one year of contract award.

o   Measurable continuous improvement in customer services and processes.

3.8.2 Achieving Desired Results

o   The contractor shall operate a consolidated customer help desk to serve as a customer-focused and Single Point of Contact (SPOC) for over 1,000 information technology customers (internal and external). The contractor shall staff the help desk from 6:45AM to 5:30PM, Monday through Friday; Houston Lab shall have onsite support for eight hours with remote support to cover extra hours. This schedule is subject to change based on the Agency's requirement and may be required to cover longer hours, weekends or holidays at a future date.

o   The Help Desk shall address technical issues within the contract specified Service Level Agreements (SLAs). The current level of activity supported by the service desk is approximately 1,000 complex calls per month. At a high level, the Help Desk shall provide the following key functions — incident management, problem management, knowledge base management, access management, configuration management, change management, and asset management. The Offeror shall leverage a multiple tiered service desk to triage, trouble-shoot, and resolve issues complete with appropriate failover capabilities and resource leveling activities to suit the needs of a given day.

o   The contractor shall staff the help desk with qualified contractor employees trained in preliminary diagnostics and resolution of common user problems. The contractor shall provide preliminary screening of problems and requests and forward those issues that cannot be resolved by the help desk to the appropriate section, team, or contractor for action.

o The contractor shall, upon receipt of a customer's trouble-call, perform the required assessment by a desk side visit and/or utilizing remote access tools to troubleshoot, isolate and resolve the issue, or refer to the next level of help to resolve the customer's problem. The contractor shall utilize a wide range of tools to address issues and record all calls in the work order/incident management tool to record, dispatch, and manage work orders. The contractor shall monitor work order progress and shall ensure customers receive a work order number, status, and prompt resolution according to the SLA, including estimate of task completion date/time.

o The contractor shall document resolutions or action taken on each work order. Work orders should clearly state in detail, actions taken and current status. The contractor shall monitor work order progress in other sections to ensure the timely handling of customer work orders. The contractor shall provide preliminary screening of problems and requests and forward those issues that cannot be resolved by the help desk to the appropriate section, team, or contractor for action.

o According to the SLA, any severity ONE (Critical) work order that presents a technical or resource issue will be raised to and resolved by the COR/Project Officer. Work orders of importance shall be handled as severity TWO (High). Work orders of importance (but that may not be immediate), shall be handled as severity THREE. The default work order is a priority FOUR. The help desk has a telephone call distribution process, self-help web page work order creation, as well as email submission from requester directly to the work order system. It is important that the customer support personnel be well trained in the art of customer interaction.

Hardware and Software Support:
The contractor shall serve EPA personnel as the initial point of contact for troubleshooting hardware/software PC and printer problems, contact vendors for technical solutions as needed, perform integration and standardization of desktop hardware and software, testing, evaluation, configuration control, and administration of desktop systems as required, and rebuild systems, if required in a timely manner.

• The Help Desk must provide phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or other contracts, as well as commercial off-the-shelf and EPA National applications. There are approximately 150 different Government-off-the-shelf (GOTS) and commercial-off-the-shelf (COTS) software packages are loaded in different computers.

• The contractor shall be responsible for recording, referring, and tracking reported problems. All technicians are required to report and log all incidents into the work order system. This will enable the Contractor to provide detailed reports of problems occurring in all offices predict and track trends, and identify appropriate actions required in order to reduce these occurrences in the future.

• The contractor shall include, but not limited to the capability to develop, update, and maintain documentation for desktop hardware, software, printers, and peripheral equipment. This documentation shall include user manuals, programmer maintenance manuals, system hardware and software documentation, instructions and training for customers to troubleshoot and resolve IT equipment, hardware, software, printers, and peripheral equipment problems, as well as providing evaluations and recommendations for accomplishing desired objectives, investigating and demonstrating new hardware/software capabilities as requested by the EPA.